

Missouri Business Education Competencies (Performance Standards)

Business Technology

Course Rationale: This area of instruction provides content for employment in one of the largest major occupational groups, administrative support. Demand in this career area will continue to expand as businesses utilize advanced office technology to increase their production efficiency and improve the quality of their products and services. This area of instruction benefits students by enhancing the software application skills and communication competencies needed by administrative support professionals and those students continuing their education.

The following suggested competencies, developed by an advisory committee, are intended to serve as a basis for your course curriculum. The list is neither inclusive nor required in its entirety. You may select competencies from other lists, and develop competencies of your own to define the outcomes you expect your students to achieve. The Show-Me Standards identified provide a guide. If activities you choose better aligned with other Standards, you should align your competencies/objectives to those Standards instead of these shown here.

COMPETENCIES		SHOW-ME STANDARDS
A. Explore Careers in Business		
1.	Utilize career assessment tools (e.g., student interest survey, aptitude test).	CA1, 1.10
2.	Analyze various business careers by looking at salary, benefits, job requirements, educational requirements, employment outlook, etc.	CA3, 4.8
3.	Research career choice.	CA5, 1.2
4.	Prepare a career development plan.	CA3, 4.8
5.	Participate in work experience activities (e.g., job shadowing).	SS6, 1.10
B. Prepare for Employment		
1.	Research a potential employer.	CA1, 4.8
2.	Prepare a resume.	CA1, 2.6
3.	Compose a letter of application.	CA1, 2.6
4.	Complete a job application.	CA1, 2.6
5.	Prepare a work-sample portfolio.	CA4, 2.6
6.	Differentiate between legal and illegal pre-employment questions.	SS1, 4.2
7.	Participate in an interview for a job.	CA6, 4.8
8.	Compose a follow-up (i.e., thank-you) letter.	CA4, 2.6
9.	Compose letters accepting and declining a job offer.	CA4, 2.6
10.	Participate in internship or Supervised Business Experience activities.	SS6, 1.10
C. Develop Career Management Strategies		

1.	Compare and contrast ethical, unethical, legal, and illegal business practices.	SS1, 2.6
2.	Explain the importance of working within organizational structures (i.e. chain of command).	CA7, 4.3
3.	Describe rights and responsibilities of employees and employers (including information related to OSHA, FMLA, sexual harassment, FLSA, discrimination, ADA)	SS1, 4.3
4.	Describe the importance of life-long learning through continuing education and membership in professional organizations.	SC8, 1.10
5.	Exhibit leadership skills through a student organization (e.g., FBLA, PBL).	SS6, 4.3
6.	Utilize performance-based job evaluation instruments.	CA5, 2.6
7.	Prepare for job separation (e.g., letter of resignation, extended leave).	CA1, 2.6

D. Communicate Effectively

1.	Use correct grammar, spelling, and punctuation.	CA1, 2.2
2.	Apply proofreading and editing skills.	CA1, 2.2
3.	Select appropriate communication methods (e.g., e-mail, fax, U.S. mail) for tasks.	CA4, 3.7
4.	Communicate appropriately with internal and external customers.	CA1, 2.3
5.	Compose business correspondence (e.g., e-mail, letter, report, memo).	CA1, 2.7
6.	Access information from professional, technical, and electronic resources.	CA3, 1.4
7.	Deliver oral presentations using appropriate tools.	CA1, 2.1
8.	Demonstrate and interpret nonverbal communication.	CA5, 2.3
9.	Demonstrate effective listening skills.	CA5, 2.6
10.	Identify factors (e.g., time, culture, exchange rates, human relations skills) affecting global communications.	CA5, 1.10
11.	Give and take accurate messages (in person or by telephone).	CA1, 2.7

E. Use Business Equipment

1.	Compare business equipment.	SC8, 3.6
2.	Answer and place telephone calls.	CA1, 2.6
3.	Deliver and receive voice mail messages.	CA1, 2.7
4.	Prepare and send facsimile (FAX) communication.	CA1, 2.7
5.	Operate a calculator/computer keypad to perform business mathematical functions.	MA1, 1.7
6.	Produce business documents from dictated materials.	CA1, 2.2
7.	Capture an image with a digital camera or scanner.	CA5, 2.5

8.	Record and edit sound.	CA5, 1.5
9.	Record and edit digital video.	CA5, 1.5
10.	Identify routine equipment maintenance needs.	SC8, 3.1

F. Demonstrate Proper Workplace Behaviors

1.	Maintain good attendance record.	SS6, 4.3
2.	Interact effectively with others.	SS6, 2.3
3.	Respect beliefs, opinions, and rights of others.	SS6, 2.3
4.	Work effectively in teams.	SS6, 4.6
5.	Demonstrate positive behavior when given direction, criticism, and comment.	SS6, 1.10
6.	Manage stress effectively.	HP2, 4.7
7.	Use appropriate language.	CA1, 2.3
8.	Demonstrate proper professional appearance.	SS6, 2.6
9.	Exhibit positive attitude.	HP2, 1.10
10.	Exhibit initiative.	SS6, 4.3
11.	Exhibit punctuality.	SS6, 4.3
12.	Exhibit responsibility.	SS6, 4.3
13.	Exhibit dependability.	SS6, 4.3
14.	Exhibit honesty.	SS6, 4.4
15.	Demonstrate proper business etiquette.	CA7, 1.10

G. Apply Business Administrative Skills

1.	Manage electronic and/or paper financial records.	CA1, 1.8
2.	Manage filing systems.	CA1, 1.8
3.	Coordinate business travel arrangements.	CA3, 3.8
4.	Plan meetings and events.	CA3, 1.10
5.	Research workplace trends (e.g., TQM, teams, voice recognition, ergonomics).	SC8, 4.8
6.	Demonstrate time management skills.	MA1, 4.5
7.	Maintain electronic calendaring.	1.8
8.	Apply critical-thinking and problem-solving skills to make business decisions.	CA5, 3.6
9.	Compare and contrast similar software programs.	CA6, 3.8
10.	Process incoming and outgoing mail.	CA3 & 4, 1.10
11.	Manage supplies economically and efficiently.	SC8, 3.8

H. Apply Technology to Business Applications

1.	Determine appropriate software application for task.	CA3, 3.8
2.	Apply advanced word processing skills to design workplace documents (a) mail merge (b) tables (c) macros (d) envelopes and labels (e) other (specify).	CA4, 1.8
3.	Design and manage database for workplace applications (a) query (b) filter (c) sort (d) merge (e) generate and format reports (f) other (specify).	MA1, 4.5

4.	Design spreadsheet for workplace applications (a) templates (b) macros (c) formulas and functions (d) graphs and charts (e) links (f) other (specify).	MA1, 4.5
5.	Produce multimedia presentation for the workplace (a) sound bytes (b) animation (c) transition (d) image download or import (e) video (f) other (specify).	CA5, 2.1
6.	Produce workplace document using desktop publishing software.	CA4, 1.8
7.	Manipulate image files.	1.8
8.	Create a Web page for business applications.	CA5, 2.1
9.	Maintain electronic files (e.g., server, workstation, shared files).	CA3, 1.4
10.	Capture text using OCR software.	1.4
11.	Produce documents using voice recognition technology.	CA1, 2.7
12.	Maintain and troubleshoot computer workstation (a) install software (b) download plug-ins (c) defrag hard drive (d) run ScanDisk (e) delete temporary and other unnecessary files (f) change ink cartridges and toner (g) scan for viruses (h) troubleshoot common problems (i) other (specify).	SC7, 4.5
13.	Complete workplace application that integrates word processing, spreadsheet, database, and multimedia software.	CA5, 2.5

I. Use Internet as a Business Tool

1.	Distinguish between Internet and Intranet.	CA6, 2.7
2.	Use e-mail to send and receive messages and attachments.	CA1, 2.7
3.	Demonstrate appropriate Internet use for business (includes copyright, netiquette, privacy issues, ethics).	CA6, 2.7
4.	Evaluate reliability of Internet as a resource.	CA3, 1.7
5.	Analyze basic components of an electronic business Web site.	CA5, 1.5
6.	Identify advantages and disadvantages of electronic business procedures (e-commerce).	SS4, 2.3
7.	Explore the career implications for e-commerce for entrepreneurs and employees.	SS6, 4.8

J. Demonstrate Entrepreneurial Awareness

1.	Describe characteristics (e.g., ownership of property, profit motive, risk taking, competition, supply and demand) of a free enterprise economic system.	SS4, 1.10
2.	Describe forms for business ownership (e.g., sole proprietorship, partnership, corporation, cooperative).	SS4, 1.10
3.	Describe advantages and disadvantages of small business ownership.	SS4, 1.10

4.	Identify steps necessary to start a business (i.e., need evaluation, site selection, marketing plan, financial plan, management plan).	SS4, 2.1
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